un-economic and low occupancy routes are mainly those which are operated on socio-economic consideration, *i.e.* Category (ii) and Category (iii) routes where Indian Airlines is required to deploy capacity in excess of mandatory minimum.

(c) Constant efforts are made by the PSU airlines to improve and upgrade their services to the satisfaction of the customers. Some of these steps include (i) Dry lease of aircrafts to meet the present shortage of capacity (ii) Code share agreement and joint ventures with other airlines to expand market reach (iii) Introduction of customer friendly schedules, focus on on-time performance (iv) Computerisation of Reservations and check-in procedures (v) Special attention given to unaccompanied minors, aged passengers, wheel chair cases etc. (vi) Setting up of Task Forces and Committees to look into aspects of improving services (vii) Holding of customer relation skill programme for the staff to enhance their awareness of customer needs.

Revision in fee structure

1329. SHRIMATI S.G. INDIRA: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that Government have decided to make a hefty increase in the fee for granting air worthiness certificates, renewing pilot and airport licences, flying tests and other services;

(b) if so, the details thereof; and

(c) whether it is also a fact that the above charges had remained static for the past two decades and in some cases the fee structure was very low?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) and (b) A notification has been published as GSR 228 in the Gazette of India of 10.7.2004 inviting objections or suggestions to the proposal for revision of fees for various kinds of licences/certificates including issue/renewal/validation of certificate of air worthiness, air crew licences/ratings and grant or renewal of licence for an aerodrome.

(c) The fee structure in some cases had not been revised for over a decade and in certain cases were quite low.